

What Is PCC+?

PCC+ (PCC Plus) is essentially a connection between the RPMS database and Microsoft Word® that can yield a variety of real-time documents, including:

- Customized encounter forms
- Health summaries
- Patient education materials
- Claims forms
- Outguides
- Management reports
- Order entry forms

The primary use of this application to date is improving quality of health care as well as data and billing integrity through combining the best features of the PCC encounter form, superbill and health summary in one integrated document.

PCC+ is unique in a variety of ways and will take the *combined* efforts of different segments of facility staff, from IT to medical records to clinicians, to utilize it to its fullest potential. Some business processes will need to be changed at the participating sites. PCC data will need to be evaluated for quality and changed as needed.

Performance metrics will need to be identified to track improvement. Clinicians and others will need to work together to evaluate and possibly redesign templates to satisfy both clinical and business office needs.

Key Points About PCC+

- Operates “on top of” native PCC with NO changes to the PCC code.
- Integrates clinical and billing functions into one form.
- Requires multi-departmental collaboration for successful implementation.
- Provides two levels of customization:
 - Form type, e.g. Diabetes, Ambulatory, Dental, etc.
 - Site-specific, based on the individual characteristics of the clinic, provider, and patients.
- Generates the form in real time on a laser printer.

- Built-in clinical protocols can standardize care.
- Takes advantage of new technology, e.g., Windows/GUI, Word, Laser Printer, Internet.
- Will include variety of new form templates (e.g. Ambulatory, Well Child, Podiatry), for sites to use as basis for their own forms.

Sites using PCC+ have demonstrated:

- Increased data entry quality and productivity, due to better completeness and legibility.
- Improved coding and problem documentation.
- Enhanced charge capture.
- Improved Problem List maintenance and POV documentation.

How Does PCC+ Work?

The most common use for PCC+ has been to build a customized encounter form in real time for each patient visit. These documents are generated locally on a laser printer before each clinic visit, fully replacing their traditional PCC counterparts.

The basic functionality of PCC+ is to provide a comprehensive link between the PCC database and Microsoft Word®. This is accomplished through the Mail Merge feature. A mail merge field is linked to a particular location in the database.

From a technical perspective, most of the actual computing is done *outside* of the traditional M/PCC environment by background processes in both the M and Windows environment.

The process of generating an encounter form or health summary has four stages:

1. Patient check-in.
2. PCC data mining (patient info from PCC, provider ICD preferences, and site orderables)
3. Data file transmission to the Print Server
4. Document generation (mail merge and print)

Current Application Status

PCC+ was certified by IHS as an RPMS application in June 2001. ITSC began implementing IHS-wide deployment activities in July 2001.

Deployment activities and tools include:

- Area-wide Orientation sessions
- Site evaluation surveys
- Pre-implementation on-site evaluations (charge per site)
- Site implementation Project Plan checklists
- Hands-on training for data extraction and form editing
- Installation, technical and user manuals
- Help Desk support

Steps for Successful Site Implementation

ITSC’s recommended implementation plan for interested sites includes:

- Forming multi-disciplinary Site Implementation Team
 - clinicians,
 - registration,
 - data entry,
 - administration,
 - billing,
 - medical records, and
 - technical site manager/other IT staff.
- Attending Area-sponsored 1-day Orientation
- Completing site evaluation survey
- Ordering and installing hardware
- Participating in a pre-implementation site visit (1-1/2 days)
- Completing follow-up Team activities, including: workflow redesign; data review; space planning; baseline metrics; template review.
- Implementing one form in one clinic
- Attending hands-on form design training for superusers
- Implementing additional forms and additional clinics

HW/SW Requirements Summary

A detailed System Requirements document can be downloaded from the PCC+ web site.

www.ihs.gov/CIO/pccplus

- **RPMS Server**
 - Unix, AIX or NT
 - MSM or Cache
 - FM 21 or 22
- **Print Server(s)**
 - 500 mhz Intel, 8 gig, 128 RAM, NIC card, and a 161.223 IP address
 - Windows 2000 professional
 - Office 2000
- **Network**
 - 10 MB LAN
 - Wan Access within IHS Firewall
- **Printer(s)**
 - HP 1000-4000 series
 - Duplex or single side
 - NIC care preferred over shared printer
- **Kernel**, version 8, patch 4 or later
- **FileMan**, version 21.
- **MSM**, version 4.4.1
- **Mandatory RPMS packages:**
 - Health Summary-APCH V2.0 through patch 07
 - PCC Data Entry - APCD V2.0 through patch 04
 - IHS Utilities – XB/ZIB V3.0 through patch 08
- **Recommended RPMS packages:**
 - Women's Health BW V2.0 through patch 07
 - Immunization - BI V7.0
 - Medical Administration Service - MAS V5.0 through patch 07 (Scheduling is part of MAS)

PCC+ Project Team

ITSC Project Officer: Arthur Gonzales

ITSC Clinical Lead: Theresa Cullen, MD, MS

Developer: Greg Shorr, MD, Full Circle Software

Implementation Team: Tamra Baker-Ashby, Full Circle Software; Linza Bethea, ITSC; Elizabeth Dickey, Full Circle Software; Carolyn Johnson, IHS Warm Springs; Sandra Lahi, ITSC; Adrian Lujan, ITSC; Carol Miller, Mitretek; Helene Minot, Full Circle Software; Angela Tiberio, MD, Full Circle Software

Does Your Site Need PCC+?

Your site may want to consider implementing PCC+ if one or more of the following conditions are met.

- Large percentage of third-party billing
- No existing Superbill
- Data entry backlog
- Need for improved clinical results for GPRA and other indicators



PCC+ (Plus) Customizable Encounter Form

www.ihs.gov/CIO/pccplus

For detailed information about the PCC+ application, system requirements, implementation schedules and training services provided by ITSC

